

Deborah.Easterling

From: Deborah.Easterling
Sent: Thursday, September 06, 2012 9:51 AM
To: 'ken love'
Subject: RE: Protest TCWS Rate Increase

Dear Mr. Love,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

-----Original Message-----

From: ken love [<mailto:ken1@comporium.net>]
Sent: Wednesday, September 05, 2012 1:55 PM
To: PSC_Contact
Subject: Protest TCWS Rate Increase

Please see attached protest.

Thanks,
Kenneth D. Love
9112 Windjammer Drive
Tega Cay, SC 29708



* Required Fields

Date: * 09/05/2012

Letter of Protest
in Docket 2012 - 177 - ws

Print

Email

Protestant Information:

Name * Kenneth D. Love

Mailing Address * 9112 Windjammer Drive

City, State Zip * Tege Cay, sc 29708 Phone * 803-431-0624

E-mail

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a customer of this pending proceeding.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

They have had a substantial increase in rates in 2009 and have done virtually nothing with regard to using that money to improve the infrastructure. Their justification for the previous increase replicates their justification for this increase. Many of the residents of Tega Cay like myself are retired and live on a fixed income. Our rates are already substantially higher than all the surrounding communities yet we continue to endure substandard service because this company is not managing their business properly to ensure they provide the service we should expect as a community at a competitive price. The prices continue to rise and the service continues to deteriorate. It's simply not fair to the citizens of our community to have to financially suffer because of the inefficiencies that TCWS simply won't address or lack the leadership to address the key issues. What is their incentive to change the way they have operated form years and make improvements to operate more efficiently today and for the future if they can count on the commission to continue offsetting continued poor operating decisions. Hold them accountable and deny the increases and challenge them on their operating profile.

3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? *

no